



Department of Medical Assistance Services
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MEDICAID PROVIDER MANUAL UPDATE

TO: All Early and Periodic Screening, Diagnosis and Treatment (EPSDT) providers, DMAS enrolled Managed Care Organizations, Mental Health and Substance Abuse treatment providers, Personal Care providers, and Case Managers

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services (DMAS)

MEMO Special
DATE 12/3/2007

SUBJECT: EPSDT Personal Care Services

The purpose of this memorandum is to notify you of changes to the EPSDT Supplement. The attached table shows the changes to the manual. Please download the new pages to insert in your manual and retain the attached table. Please review these changes carefully.

This memorandum also provides insight into certain services which are available through the Early and Periodic Screening Diagnosis and Treatment (EPSDT) program. The information will be helpful to those providers who conduct EPSDT screenings and the providers of personal care services.

The EPSDT program is Medicaid's comprehensive and preventive child health program for individuals under the age of 21. Federal law (42 CFR § 441.50 et seq) requires a broad range of outreach, coordination, and health services under EPSDT distinct from general state Medicaid program requirements. The goal of EPSDT is to assure that health problems are diagnosed and treated as early as possible, before the problem becomes complex and treatment is more costly. Examination and treatment services are provided at no cost to the recipient.

Service Provision Information:

The following services can be provided as a result of an EPSDT screening, for individuals who are Medicaid eligible and are under the age of 21. The individual must also have a physician referral that indicates how the service is medically necessary to correct, ameliorate, or maintain the individual's current condition. Details regarding the provision of EPSDT Personal Care may be found in the EPSDT Supplement on the DMAS Website at www.dmas.virginia.gov.

EPSDT Personal Care: Personal Care Services are support services provided in home and community settings that are medically necessary to maintain or improve an individual's current health status. Personal care services are usually provided in an effort to help individuals with activities of daily living, to monitor self-administered medications, and to monitor health status and physical condition.

ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system provides the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

COPIES OF MANUALS

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at www.dmas.virginia.gov. Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

PROVIDER E-NEWSLETTER SIGN-UP

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at www.dmas.virginia.gov/pr-enewsletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

EPSDT SUPPLEMENT B - PERSONAL CARE SERVICES
REVISION CHART
December 3, 2007

SUMMARY OF REVISIONS

MANUAL SECTION	MATERIAL REVISED	NEW PAGE NUMBER(S)	REVISED PAGE(S)	REVISION DATE
EPSDT Supplement B - Personal Care Services			New Section	12/3/2007

FILING INSTRUCTIONS

MANUAL SECTION	DISCARD	INSERT	OTHER INSTRUCTIONS
EPSDT Supplement B - Personal Care Services	N/A	Entire Section	New Section